

Maricopa Integrated Health Systems Health Plans

Maricopa Integrated Health Systems Health Plans (MIHS-HP) is a department within the Maricopa Integrated Health System (MIHS). MIHS-HP serves more than 38,000 members enrolled in four different health care plans designed to meet the needs of specific groups. The four different health care plans are:

- * **Maricopa Health Plan (MHP)** - provides services to enrolled members of the Arizona Health Care Cost Containment System (AHCCCS). MIHS-HP has been providing these services since AHCCCS began in 1982.
- * **Maricopa Long Term Care Plan (MLTCP)** – (Commonly known as ALTCS) provides services to members in the ALTCS program and enrolled with Maricopa County. Services administered under this plan are coordinated in a variety of settings. Services include medical care, case management, behavioral health, institutional, and home/community based services.
- * **Maricopa Senior Select Plan (MSSP)** – this plan is administered through a contract with the Federal Health Care Financing Administration (HCFA) and provides Medicare covered medical services to enrolled members. In addition to providing basic health care services, MSSP offers extended services that include vision, dental, and hearing.
- * **HealthSelect (HS)** – this is an employee health benefit plan option that provides health care coverage to Maricopa County employees and their dependents.

MIHS-HP optimizes quality member care in a cost-effective manner by providing services through a comprehensive network of providers and facilities. The network provides preventive, primary, acute and chronic care services.

SPECIAL AND GRANT FUNDED PROGRAMS

MIHS-HP processes claims for federally funded grant programs administered by MIHS-HP. Care is delivered through selected health care providers.

- * **Substance Abuse Linkage Project** - a federally funded grant project that integrates primary care, alcohol and other substance abuse, mental health, and HIV/AIDS service systems into a coordinated system that maximizes treatment availability and accessibility for uninsured members and their eligible dependents.

Maricopa Integrated Health Systems Quick Reference Grid

	Product Type	Assigned PCP	Prior Authorization	Specialist Referral	Appointment Desk	Member Services	Claims Address	Radiology	Lab	Mental Health	Co-Pay	RX Benefit
Health Select (Maricopa County Employee Health Plan)	Maricopa Integrated Health Systems Employee Benefit Plan	YES	(602) 344-8111	YES	(602) 344-1015 fax 344-1143	(602) 344-8760 (800) 582-8686	MIHS-HP PO Box 20019 Phoenix, AZ 85036 (602) 344-8555	FHC Valley Radiology TMC Radiology	FHC MMC Sonora /Quest Lab Corp	(800) 343-2183 MCC	\$5 Office Visit \$5 Urgent Care \$50 Emergency	FHC \$2 generic \$5 brand Fry's Food & Drug United Drug \$4 generic \$10 brand
Maricopa Health Plan (MHP)	AHCCCS Medicaid Plan	YES	(602) 344-8111	YES	(602) 344-1015 fax 344-1143	(602) 344-8760 (800) 582-8686	MIHS-HP PO Box 20019 Phoenix, AZ 85036 (602) 344-8555	FHC Valley Radiology TMC Radiology	MMC FHC Sonora /Quest Lab Corp	Value Options 1-800-564 5465	EPSDT-None Prenatal-None \$1 Office Visit	FHC Fry's Food & Drug United Drug No Co-pay
KidsCare	AHCCCS Medicaid Plan	YES	(602) 344-8111	YES	(602) 344-1015 fax 344-1143	(602) 344-8760 (800) 582-8686 Please contact Member Services due to limited benefits.	MIHS-HP PO Box 20019 Phoenix, AZ 85036 (602) 344-8555	FHC Valley Radiology TMC Radiology	MMC FHC Sonora /Quest Lab Corp	Value Options 1-800-564 5465	\$0 Office Visit \$5 Non Emergency use of the Emergency Room	FHC Fry's Food & Drug United Drug No Co-pay
Maricopa Senior Select Plan (MSSP)	Medicare +Choice	YES	(602) 344-8111	*YES Please Note: Members may self refer for the following services. *Mammography *Pnuemococcal vaccination *Routine and Preventative Health Care Services	(602) 344-1015 fax 344-1143	(602) 344-8760 (800) 582-8686	MIHS-HP PO Box 20019 Phoenix, AZ 85036 (602) 344-8555	FHC Valley Radiology TMC Radiology	MMC FHC Sonora /Quest Lab Corp	(602) 344-8710	\$5 Office Visit \$5 Urgent Care \$10 Emergency	FHC Fry's Food & Drug United Drug \$2-\$4 generic No limit \$5-10 brand \$250 month /limit
Maricopa Long Term Care (MLTCS)	Long Term Care	YES	(602) 344-8111	YES	Contact Case Manager	(602) 344-8760 (800) 582-8686	MIHS-HP PO Box 20019 Phoenix, AZ 85036 (602) 344-8555	Valley Radiology TMC Radiology	MMC FHC Sonora /Quest Lab Corp	0-18 yrs Contact Case Manager Title X1X Over 18 GLTC 602-344-5844	NONE	Supplies & DME please contact Case Manager

Fraud and Abuse

To report suspected cases of fraud and abuse, please call (602) 344-8481

Provider Services

(602) 344-8957 phone (602) 344-8933 fax

Case Management Telephone & Fax Numbers

East Valley	(480) 344-8000 phone	(480) 344-8088 fax
Central Valley	(602) 344-8700 phone	(602) 344-8905 fax, (602) 344-8721 fax, (602) 344-8816 fax, (602) 344-8837 fax
West Valley	(602) 344-8600 phone	(623) 344-8699 fax

Maricopa Integrated Health Systems Quick Reference Grid

Name	Address	City	State	Zip Code	Telephone	Peds Unit
Arrowhead Community Hospital	18701 North 67th Avenue	Glendale	AZ	85308	623-561-1000	No
Mesa General Hospital	515 North Mesa Drive	Mesa	AZ	85201	480-969-9111	Yes
Maricopa Medical Center	2601 East Roosevelt Road Street	Phoenix	AZ	85008	602-344-5177	Yes
Maryvale Hospital Medical Center	5102 West Campbell Avenue	Phoenix	AZ	85031	623-848-5000	No
Paradise Valley Hospital	3929 E. Bell Road	Phoenix	AZ	85032	602-923-5000	Yes
Phoenix Baptist Hospital	2000 West Bethany Home	Phoenix	AZ	85015	602-249-0212	No
Scottsdale Healthcare Osborn	7400 E Osborn Rd	Scottsdale	AZ	85251	480-675-4000	No
Scottsdale Healthcare Shea	9003 E Shea Blvd	Scottsdale	AZ	85260	480-860-3000	Yes
St Luke's Medical Center-Tempe	1500 South Mill Avenue	Tempe	AZ	85281	480-968-9411	No
Wickenburg Regional Hospital	520 Rose Lane	Wickenburg	AZ	85390	520-684-5421	No

URGENT CARE CLINICS

After hours, during weekends, and holidays urgent health care services are available at:

Urgent Care Specialists	6553 E. Baywood Ave Suite 103	Mesa	AZ	85206	480-985-6200
Jesse Owens Urgent Care	325 E. Baseline Rd	Phoenix	AZ	85040	602-824-4350

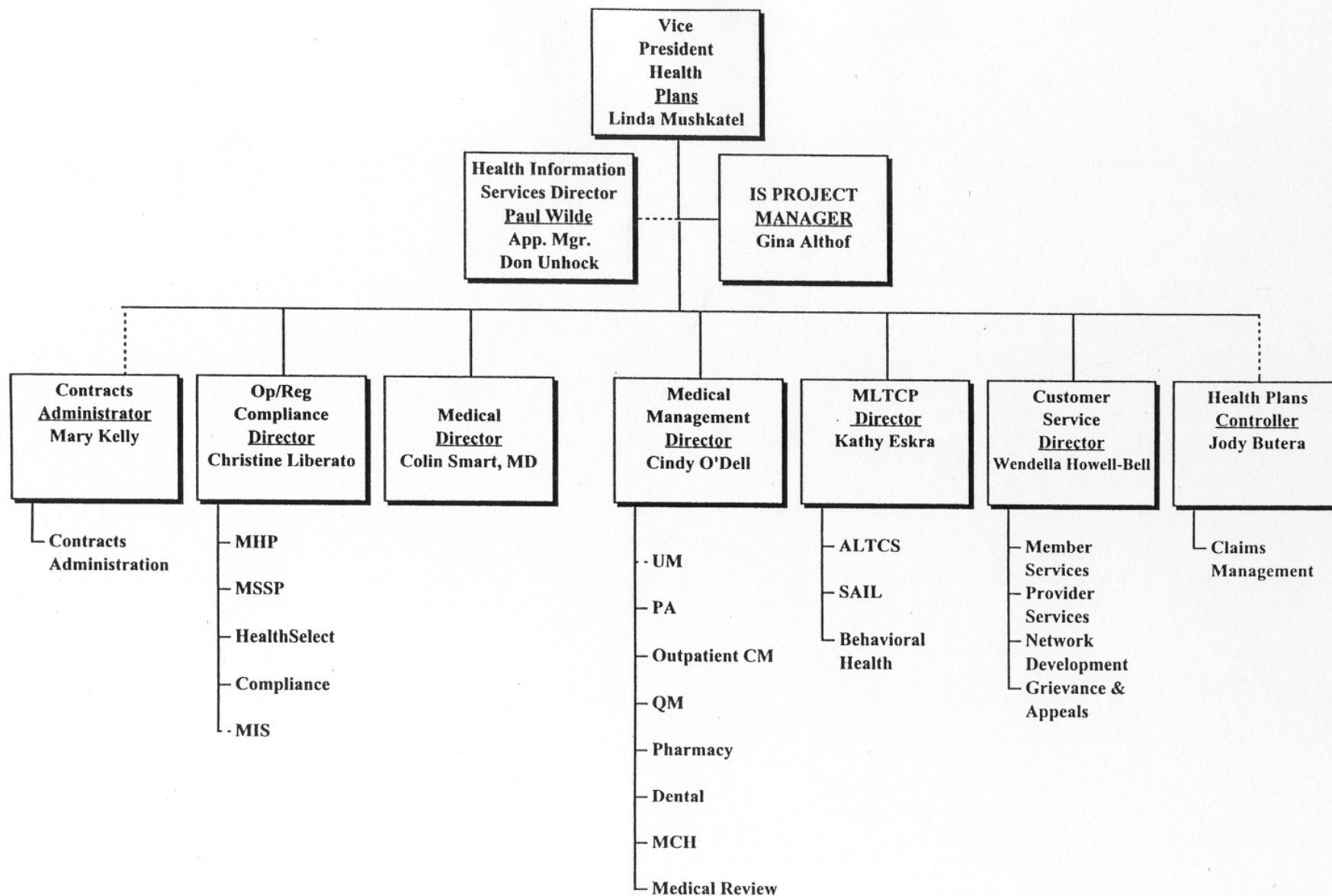
NEXTCARE URGENT CARE LOCATIONS:

BASELINE	2451 E BASELINE RD	GILBERT	AZ	85234	480-926-8700
POWER	801 S POWER RD	MESA	AZ	85206	480-807-0172
INDIAN SCHOOL	8260 W INDIAN SCHOOL	PHOENIX	AZ	85033	623-846-7122
OAK	2301 N 44TH ST	PHOENIX	AZ	85008	602-808-8786
ELLIOT	1804 W ELLIOTT	TEMPE	AZ	85284	480-456-0444

ACCESSIBILITY STANDARDS:

Emergency Appointments	Within twenty – four (24) hours
Urgent Appointments	Within three (3) days
Routine Appointments	Within twenty- one (21) days
Wait times	Within thirty (30) minutes past appointment time and fifteen minutes between provider contacts
No Shows	Report no shows monthly to MMCS, 2502 E. University, Suite B1,Phoenix AZ 85034,Attn: Provider Services

MIHS-HP ORGANIZATIONAL STRUCTURE



MIHS-HP Mission, Vision, Goals, and Values

MIHS-HP Mission is to enhance dramatically the health and wellness of the community we serve.

MIHS-HP Vision is to provide a full spectrum of high quality, well-oriented healthcare in an organized, cost sensitive, and customer oriented academic environment.

MIHS-HP subscribes to the following values:

Dignity

- Treat everyone with dignity and respect
- Honor and value physical and cultural human diversity

Self-Sufficiency

- Foster the highest degree of involvement and self-sufficiency for customers/members/clients and ourselves

Excellence Through Continual Improvement

- Give our best effort in all that we do
- Continually improve in order to achieve, promote, and maintain excellence

People-Oriented

- Understand the needs, feelings, and wishes of those who rely upon us
- Focus on the satisfaction of others

Integrity and Trust

- Fair and consistent actions
- Keep our commitments
- Maintain high standards of personal and professional ethics

Employee Involvement

- Decision-making is open, inclusive and information-supported
- Delegate decision-making as deep into the organization as possible
- Afford the opportunity to contribute in areas of our expertise to all

Team Work

- Teamwork develops and fosters common objectives throughout our organization
- Support cooperative relationships, both internally and externally

Quality Emphasis

- Do the appropriate thing correctly the first time to fulfill our customers'/members'/clients' needs in a cost effective, efficient, and safe environment
- Focus on problem prevention and quality improvement
- Link rewards to quality results

MIHS-HP Philosophy of Care

MIHS-HP REPRESENTS a philosophy of health care that emphasizes active partnerships between members and their physicians.

MIHS-HP BELIEVES that comprehensive health care is best provided by networks of health care professionals who are willing to be held accountable for the quality of their services and the satisfaction of their members.

MIHS-HP IS COMMITTED to high standards of quality and professional ethics, and to the principle that members come first.

MIHS-HP Believes That:

- ***Members must have the right care, at the right time, in the right setting.*** Including comprehensive care for acute and chronic illnesses, as well as preventative care - in the hospital, at the doctor's office and at home.
- ***All health care professionals are accountable for the quality of the services they provide and for the satisfaction of their patients.***
- ***Members should have a choice within their health plans of physicians who meet high standards of professional training and experience.*** The ability to make informed choices and the freedom to change physicians is essential to building active partnerships between members and doctors.
- ***Health care decisions is the shared responsibility of patients, their families, and health care professionals.*** MIHS-HP encourages physicians to share with their patients the information on their health status, medical conditions, and treatment options.
- ***Consumers have a right to information about health plans and how they work.***
- ***Working with people to keep them healthy is as important as making them well.*** MIHS-HP values prevention as a key component of comprehensive care - reducing the risks of illness and helping to treat small problems before they become severe.
- ***Access to affordable, comprehensive care gives consumers the value they expect and contributes to the peace of mind that is essential to good health.***

MIHS-HP Code of Ethics

MIHS-HP expects its employees and contractors to maintain high standards of honesty, integrity, impartiality, courtesy, and conduct. Employees and contractors shall conduct themselves in a manner that will not discredit or embarrass the aging. MIHS-HP expects its employees and contractors to obey the laws and regulations regarding conflict of interest. Employees and contractors will avoid discrimination based on race, color, religion, national origin, sex, political affiliations, age, or handicap.

Confidentiality

All employees and contractors are to perform their duties in accordance with the standards of professional ethics and the laws of the State of Arizona.

No employee or contractor will reveal or disclose any information pertaining to our clients, members, employees, or contractors outside of necessary job related functions.

MIHS-HP Commitment to Customer Satisfaction

MIHS-HP strives to meet the needs of its customers in an efficient and cost effective manner. MIHS-HP is committed to customer satisfaction and treats all customers courteously and professionally.

Provider Services

Provider Services is the liaison between the contracted delivery system and MIHS-HP. It is responsible for the education and maintenance of MIHS-HP provider network of PCPs, specialists, hospitals, and ancillary providers. Provider Services works closely with other MIHS-HP departments and agencies to ensure quality of service to its network. The mission of Provider Services is to continuously improve the quality of communications and promote a partnership between MIHS-HP and its providers.

Responsibilities of the Provider Services Department include:

- Develops, implements, and maintains a coordinated proactive educational program
- Primary liaison for MIHS-HP providers
- Coordinates with other MIHS-HP departments to keep providers informed of member care needs and promote smooth delivery of member care
- Assures, in conjunction with other MIHS-HP departments, that MIHS-HP' medical providers provide quality healthcare to MIHS-HP members
- Initial and ongoing education for all contracted MIHS-HP providers regarding MIHS-HP policies, procedures, plans, and process improvements
- Encourage and facilitate the exchange of ideas, goals, and objectives between MIHS-HP providers and MIHS-HP management
- Monitor network activity for trends and significant actual or potential problems
- Create and update the MIHS-HP Provider Manual
- Monitor provider compliance with appointment wait time and availability standards
- Respond timely and professionally to all provider questions and inquiries
- Conduct provider on-site evaluations
- Publish and distribute the MIHS-HP Provider Newsletter

Please notify MIHS-HP Provider Services when there is a change in your professional or administrative staff. Changes to staff may result in a need for training. Provider Services will visit MIHS-HP providers and/or staff on a regular basis to provide education, review compliance issues, and address any concerns; however, additional visits may be scheduled as needed by the provider or by MIHS-HP.

MIHS-HP Provider Services:

Main Line: 602/344-8957
Fax No: 602/344-8933

Member Services

The Member Services Department is responsible for the education and assistance of members covered under the plans MIHS-HP administers. Member Services acts as the liaison between the member and the Health Plan and works closely with all other departments to ensure the member's experience in our environment is a positive one.

Members can receive information regarding:

- Benefits
- Eligibility
- Participating Providers
- Plan Changes
- PCP Changes
- Appeals and Grievances
- Transportation

Instruct your patients to contact Member Services Monday through Friday, 8:00 AM to 5:00 PM at 602/344-8760. MIHS-HP strongly encourages its members to provide feedback and concerns that would help improve its processes.